

GENERAL DEFINITION OF WORK:

Performs responsible skilled clerical work assisting in the operation of the office of the Commissioner of the Revenue; does related work as required. Work is performed under regular supervision.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Assisting with state income, real estate, personal property and business license taxes and the general operation of the Commissioner of the Revenue's office; preparing and maintaining files and records; assisting the public.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Answers the telephone and greets visitors; provides customer service; provides assistance and information related to business licenses, personal property, business personal property, property assessments, state income tax, required documentation, procedures, forms, fees, or other issues; provides information regarding assessment methods for sale/purchase of a vehicle, moves into or out of County, and high mileage adjustments; reviews documentation for accuracy and completeness; responds to routine questions, researches problems, and initiates problem resolution.
- Assists taxpayers with preparation and filing of business license applications; assigns account number to each application; types business licenses and/or contractor cards for applicants to obtain building permits.
- Assists taxpayers with preparation of personal property declarations and tax forms; receives and audits tax returns; determines proper classification and assessment of personal property; calculates assessments/reassessments; adjusts accounts.
- Conducts research to obtain/verify data; researches various records for assessment data or to locate properties; contacts other jurisdictions to verify/obtain data; researches tax delinquency status or existence of any judgments/liens on accounts; researches addresses for returned mail; researches payments, refunds, and assessments for taxpayers; researches debt-setoff action for taxpayers; researches taxpayer addresses and social security numbers for other County personnel.
- Enters and retrieves information from computer system and outside databases including the DMV; sets up new accounts with proper codes; updates mailing addresses and other data.
- Processes abatements and exonerations for current/prior year taxes as appropriate; issues supplemental billings.
- Processes, audits and makes necessary changes to state income tax returns; opens, sorts and organizes incoming tax returns; verifies presence of all required attachments and signatures; enters balance due returns into computer; calculates penalties/interest for late returns with balances due; generates bills for balance due returns not paid in full.
- Processes incoming/outgoing mail; receives, opens, stamps and pulls records relating to incoming mail; assists in stuffing envelopes for mailing; assists in preparing large-volume mailings relating to business licenses, personal property tax bills, declarations, decal applications, or other documentation.
- Performs general/clerical tasks, which may include answering telephone calls and recording messages, typing documents, making copies, sending/receiving faxes, or receiving and processing incoming and outgoing mail.
- Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Some knowledge of the general laws and administration of policies governing real, personal property and state income taxes; general knowledge of modern office practices and of standard office and accounting equipment; ability to prepare and maintain detailed financial records and reports; ability to make arithmetical calculations quickly and accurately; ability to operate standard office, word processing and data entry equipment; prior experience with scanning documents a plus; ability to understand and follow oral and written instructions; ability to establish and maintain effective working relationships with associates and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from high school and some office administration experience.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force constantly to move objects; work requires reaching, fingering and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS:

None.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.